au by KDDI

G'zOne

CA002
Basic Manual

READ THIS MANUAL TO MASTER
THE CELLULAR PHONE

www . au . kddi . com

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Introduction

Thank you for purchasing the CA002. Before using your CA002, be sure to read the CA002 Basic Manual (this PDF manual) to ensure correct usage. After you have finished reading this manual, store this PDF manual and the printed manuals in safe places so you can retrieve them whenever you need them.

- All mentions of "the CA002" in this manual refer to "the G'zOne CA002."

Manuals for the CA002

The CA002 comes with the Instruction Manual.

● For learning the basics:

Read the CA002 Basic Manual (this manual).

● For learning details on using each function:

Read the supplied CA002 Instruction Manual (Japanese). Be sure to read the Safety Precautions “安全上のご注意” to ensure proper usage of the CA002.

The keyword searchable au Online Manual is also available on the au homepage:
http://www.au.kddi.com/manual/index.html

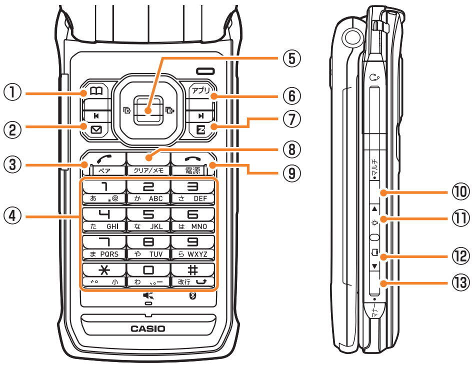
- To access from EZweb: EZ ⇒ *au one Top* ⇒ *auお客さまサポート* (au Customer Support) ⇒ *オンラインマニュアル* (Online Manual)

Scan this QR code to access the au Online Manual. ▶

Illustrations and Screenshots in This Manual

Note on Illustrations

The illustrations in this manual may look different from the actual cell phone in shape, color and typeface. The key illustrations are also simplified as shown below.



	Key Illustration		Key Illustration
①		⑥	アプリ
②		⑦	
③	ペア	⑧	クリア/メモ
④	1 2 3 4 5 6 7 8 9 * 0 #	⑨	電源
		⑩	マルチ
		⑪	►
		⑫	◄
⑤		⑬	マナー

Note on Screenshots

The screenshots in this manual are simplified and may look different from the actual cell phone screens.

- The display design themes of the CA002 vary by model color. The screenshots for the Blaze Red models are used in this manual.

Notes on Cell Phone Use

Cell Phone Etiquette

The cell phone always emits weak radio waves when power is on.
Use the cell phone in an enjoyable and safe manner without forgetting to be considerate of others around you.

● Use of cell phones is not allowed in some places.
- Do not use the cell phone while you are driving. Doing so is both dangerous and prohibited by law.
- Using a cell phone in an aircraft is prohibited by law. Be sure to turn the cell phone off.

● Radio waves from cell phones may interfere with medical electrical equipment.
- Some people close to you in crowded places such as packed trains may be using a cardiac pacemaker. Turn the cell phone off in such places.
- Abide by the rules of hospitals and other medical institutions where it is forbidden to use or carry cell phones.

● Be considerate of where you use the cell phone and how loudly you talk.
- Do not make calls in theaters, museums, libraries, and other similar places. Turn power off or turn on manner mode not to disturb others around you by ring tones.
- Do not use the cell phone on a street where you might interrupt the flow of pedestrians.
- Move to areas where you will not inconvenience others on trains or in hotel lobbies.
- Refrain from talking in a loud voice.
- Obtain the permission of other people before you take their photos with the cell phone's camera.
- Do not record information with the cell phone's camera in bookstores and other locations where taking photos is not permitted.

Do Not Use the Cell Phone While Driving!

Turn off your cell phone or put it in Drive Mode while driving.

Do not use the cell phone while driving a car/motorcycle or riding a bicycle. It may result in a traffic accident. Using a cell phone while driving is prohibited by law. Using a cell phone while riding a bicycle may also be punishable by law.

Prohibited!
- Looking at a cell phone display
- Talking on a cell phone while holding it

Drive Mode

In Drive Mode, a Japanese message meaning "I'm driving now, so I can't answer your call." is played when a call is received, and asks the caller to leave a message on the answer memo.

When the standby screen is displayed, press マナー, use to select *Drive*, and then press (Set).

Disaster Message Board Service

When a large scale disaster occurs, you can register your safety information from EZweb. The registered information can be referred from anywhere in Japan from EZweb or Internet.

Registering safety information

- When a large scale disaster occurs, from an au phone, you can register your safety information (i.e. your condition and comments) to the 災害用伝言板 (Disaster Message Board) created on the EZweb.
- After registration of your safety information, e-mail is sent to your family or acquaintances you have previously designated to notify that your safety information has been uploaded to the 災害用伝言板 (Disaster Message Board).

Inquiring for safety information

- You can inquire for safety information of a person by entering his/her phone number from EZweb or Internet.*
  * To inquire from other carriers' cell phone, a PHS or PC, access "http://dengon.ezweb.ne.jp/".

Access	
	E ⇒ *au one Top* ⇒ *災害用伝言板* (Disaster Message Board)
	http://dengon.ezweb.ne.jp/

- The maximum storage period of the registered information is 72 hours.
- The maximum available number of registrations is 10 per phone number. When the number of registrations exceeds 10, the oldest one is overwritten.
- The demonstration of this service can be referred to anytime by pressing E ⇒ *au one Top* ⇒ *auお客さまサポート* (au Customer Support) ⇒ *調べる* (Search) ⇒ *災害用伝言板（デモ版）* (Disaster Message Board (Demo Version)).
- To view the Disaster Message Board in English, select *English* from the top menu of the Disaster Message Board.

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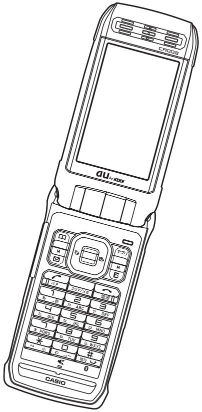
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Getting Ready

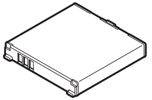
Checking the Contents of the Box

The box contains the cell phone and accessories.

- Cell phone



- Battery pack



- Lock driver (sample)



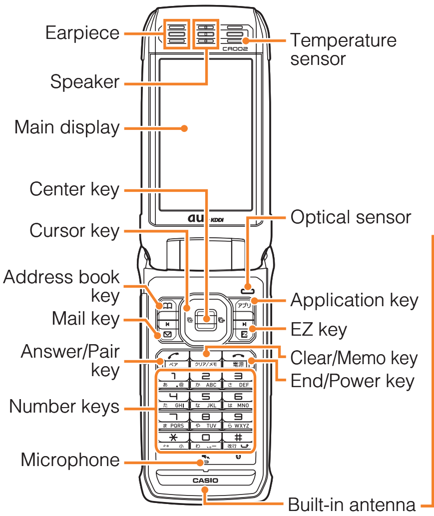
- CD-ROM
- CD-ROM Booklet (Japanese)
- Instruction Manual (Japanese)
- Warranty (Japanese)
- Safety Precautions (Japanese)
- Global Passport mobile rental service Owner's Guide (Japanese)
- Osaifu-Keitai® Guide (Japanese)

- The following accessories are not included.
  - microSD memory card
  - Desktop holder
  - AC adapter
  - USB cable
  - Earphone jack conversion adapter
  - Stereo earphone

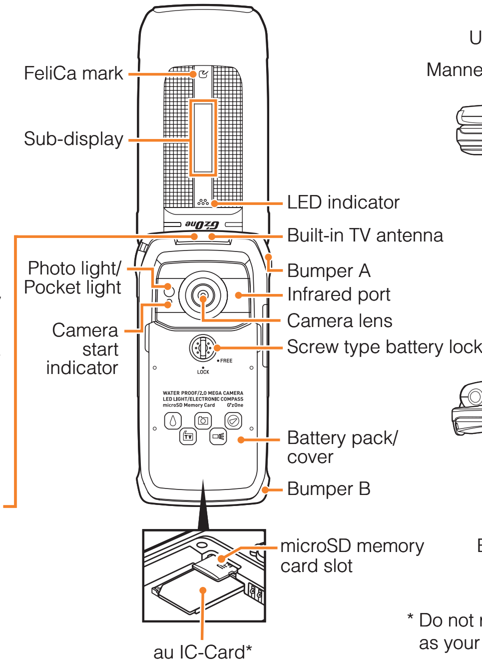
  Purchase a specified AC adapter (sold separately) and a commercially available microSD memory card.

Names of Parts

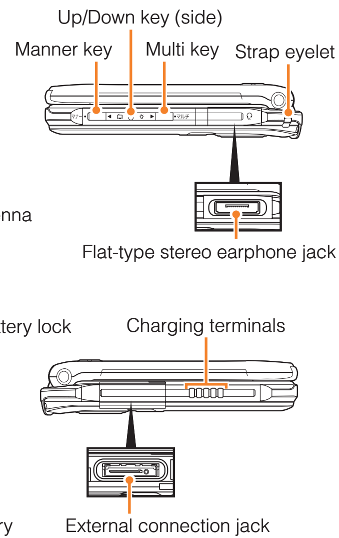
From the Front



From the Back



From the Sides

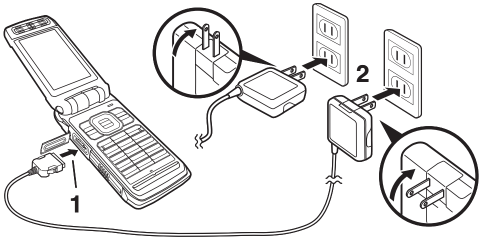


* Do not remove this card unnecessarily as your phone number is recorded on it.

Charging the Battery Pack

The battery pack is not fully charged at the time of purchase. Be sure to charge the battery pack before using the cell phone for the first time.

- An AC adapter is not included. Purchase a specified AC adapter (sold separately).



➡ **Connect a specified AC adapter to the cell phone with the battery pack attached.**

- Open the cover of the external connection jack. Check the shape of the connector of the AC adapter, and plug it straight into the external connection jack.

➡ **Unfold the power plug of the AC adapter and plug it into a 100 V AC power outlet.**

➡ **Confirm that the LED indicator lights.**

- Charging: A charge beginning sounds and the LED indicator lights.
- Charging finished: A charge completion sounds and the LED indicator goes out.

- Be sure to close the cover of the external connection jack when charging is finished.
- Do not pull or twist the cover of the external connection jack forcibly.
- Common AC adapter 01 (sold separately) can only be used in Japan to plug into a 100 V AC household power outlet. Common AC adapter 02 (sold separately) supports AC power from 100 to 240 V. (CA002 is for use in Japan only.)

Getting Ready

Key Assignments

: Display Incoming History.

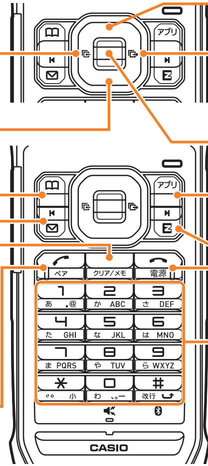
: Display Notification window/ Shortcut menu.

: Use Address Book.

: Display E-mail/C-mail menu.

クリア/メモ : Set/cancel Answer memo.
Delete characters.
Cancel operation.

ペア : Make/answer calls.
Use the Pair function.



: Display the ticker field, info pane and gadget (setting icon).

: Display Outgoing History.

: Display Main menu.

アプリ : Display EZapps menu.

: Display EZ Service menu.

電源 : Turn power on/off.
End call/communication.
Cancel operation.

0 ～ 9 * #:
Input phone numbers and characters.

Side Key Assignments

マナー : Set/cancel Manner Mode.

マルチ : Display multi play window.



: Page scroll at browser display.
: Activate au Media Tuner.
(hold down for at least one second)
: Light the pocket light.
(hold down for at least one second)

- If you lose track of where you are or if you make a mistake, press クリア/メモ to return to the previous screen. Return to the standby screen by holding down 電源 for at least one second.

Hiding/Redisplaying the Notification Window

Notification window



When the Notification window is displayed on the standby screen, you can temporarily hide it by pressing [📖] (Back) and then display the Main menu by pressing ◉.
To redisplay the hidden Notification window, press ⬇ when the standby screen is displayed.

Turning On Power

Hold down [電源] for at least a few seconds.

- You cannot receive or make calls if [圏外] (out of range indicator) is displayed.

Turning Off Power

When the standby screen is displayed, hold down [電源] for at least one second.

Switching the Display Language to English

You can switch the display language for function names and other items to English.

When the standby screen is displayed, press ◉.

➡ **Use ✥ to select *機能* (Function) and then press ◉ (選択 [Select]).**

➡ **Use ⇕ to select *画面表示* (Screen Display) and then press ◉ (選択 [Select]).**

➡ **Use ⇕ to select *Set Language* and then press ◉ (選択 [Select]).**

➡ **Use ⇕ to select *English* and then press ◉ (Set).**

Initial Setup of E-mail and EZweb

To use e-mail and EZweb, you need to apply for an EZweb subscription. If you did not apply for an EZweb subscription at the time of purchase, contact an au shop or the au Customer Service Center.
Also, before use, you need to configure initial settings. Your e-mail address is assigned automatically in the initial setup.

When the standby screen is displayed, press [✉].

➡ **Press ◉ (OK).**
After a short while, your e-mail address is displayed.

➡ **Press ◉ (OK).**
The initial settings are complete.

- You can also configure initial settings by pressing [EZ] or [ｱﾌﾟﾘ].

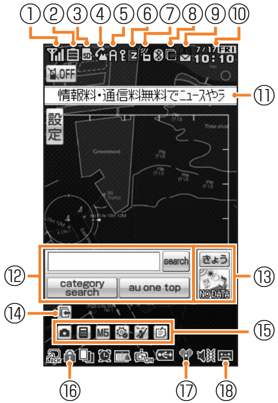
Checking Your Phone Number and E-mail Address

When the standby screen is displayed, press ◉ and then [0].

Display Indicators

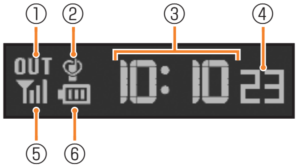
Display indicators inform you of mail arrival, current settings, etc.

Display



	Indicator	Description
①		Signal strength
②		Battery level
③		A microSD memory card (commercially available) inserted
④		During a call
		au Media Tuner activated
⑤		EZapps activated
⑥		Connecting to EZweb
⑦		Receiving EZ News Flash information
⑧		Missed calls
⑨		New or unread e-mail/C-mail
⑩		Current date and time
⑪	—	Ticker field
⑫	—	Search window
⑬	—	Info pane
⑭	—	Notification icon
⑮		Shortcut menu
⑯		Auto Lock/Side key disable feature on
⑰		Manner mode set
⑱		Answer memo or manner mode set

Sub-display



Indicator		Description
①	OUT	Out of range
②		Manner mode set
③	10: 10	Current time
④	23	Seconds/Missed calls/Mail/Alarm
⑤		Signal strength
⑥		Battery level

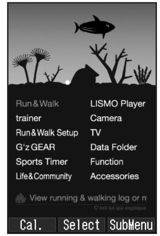
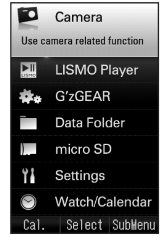
- The date and time are set automatically.
- You can hide the ticker field, info pane and search window by pressing 電源. To redisplay the hidden items, press the navigation key and then press 電源.

Using Main Menu

You can access various functions from the Main menu. The Main menu patterns vary by model color. The screenshots for the Blaze Red models are used in this manual.

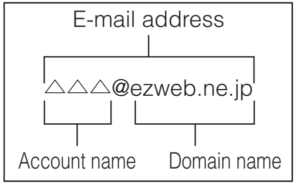
Model Color	Main Menu Pattern
Blaze Red	Carbon pattern
Stone Black	G-gallery

Each Main menu pattern has a different set of items.

Carbon pattern	G-gallery	Allez Bonite!	Simple
			
microSD	G'zGEAR	Run&Walk	Camera
Data Folder	Sports Timer	trainer	LISMO Player
PC Site Viewer	Run&Walk Menu	Run&Walk Setup	G'zGEAR
Function	Life&News	G'zGEAR	Data Folder
Camera	Function	Sports Timer	microSD
TV	Camera	Life&Community	Settings
G'zGEAR	LISMO Player	LISMO Player	Watch/Calendar
Watch/Calendar	TV	Camera	Accessories
EZ FeliCa	Data Folder	TV	
LISMO Player	Accessories	Data Folder	
Infrared Comm		Function	
Accessories		Accessories	

Changing Your E-mail Address

You can change the account name of your e-mail address.



When the standby screen is displayed, press ✉.

➡ **Use ⇕ to select *E-mail Setup* and then press ◉ (Select).**

➡ **Use ⇕ to select *Other* and then press ◉ (Select).**

The cell phone connects to the server.

➡ **Use ⇕ to select *Eメールアドレスの変更* (Change E-mail Address) and then press ◉ (Select).**

➡ **Use ⇕ to select the entry box, press ◉ (Input), enter your security code, and then press ◉ (OK).**

- Your security code is the four-digit number you wrote on your subscription form.
- If the security code is incorrectly entered three times consecutively during a single day, the e-mail address change operation will be disabled until the next day.

➡ **Use ⇕ to select *送信* (Send) and then press ◉ (Select).**

➡ **Use ⇕ to select *承諾する* (Accept) and then press ◉ (Select).**

➡ **Use ⇕ to select the entry box, press ◉ (Input), enter an e-mail address using single-byte alphanumeric characters, and then press ◉ (OK).**

- For details on entering e-mail addresses, see page 22.

➡ **Use ⇕ to select *送信* (Send) and then press ◉ (Select).**

➡ **Use ⇕ to select *OK*, press ◉ (Select) and then ◉ (OK).**

- Check that the e-mail address has been updated before pressing ◉ (OK).

- Your e-mail address cannot be changed if the new address you enter in the above procedure is already being used. In this case, enter a different e-mail address.

Security Code and Passwords

You can use a security code and other passwords described below.
Take care not to forget your security code and passwords, because they are required for performing various operations and using subscription services.

Security Code

Usage Example	①Using the Answering Service (Voice Mail) and Call Transfer remotely from a fixed-line phone ②Making inquiries, applications, and changes while using au Customer Service Center voice guidance, au web pages, and EZweb ③Changing the settings of *Mail Filter* or *Other* under E-mail Setup
Initial Setting	The four-digit number you wrote on your subscription form

Lock No.

Usage Example	Changing various settings of the cell phone
Initial Setting	1234

EZ Password

Usage Example	Subscribing or canceling subscriptions to EZweb fee-based contents
Initial Setting	The four-digit number you wrote on your subscription form

Premium EZ Password

Usage Example	①Subscribing or canceling subscriptions to EZweb fee-based contents paid by まとめてau支払い(au Collective Payment Service) ②Purchasing products from EZweb sites using まとめてau支払い(au Collective Payment Service)
Initial Setting	The four-digit number you wrote on your subscription form

Making and Answering Calls

Making a Call

When the standby screen is displayed, use [0] to [9] to enter a phone number.

- When calling to a fixed-line phone, you also need to enter the area code.

➡ **Press [ペア].**

- To end the call, press [電源].

> - After you enter a phone number, you can add 184 or 186 to the phone number as follows:
>   ➡Press ⦿ (Call).
>   ➡Use ⭥ to select *Add Special No.* and then press ⦿ (OK).
>   ➡Use ⭥ to select *184* or *186* and then press ⦿ (Add).
>   *184*: When you do not want to inform the other party of your phone number.
>   *186*: When you want to inform the other party of your phone number.

Making an International Call

au International Call Service

Available without any additional application
Example: To call 212-123-△△△△ in the USA

Enter the access code, a country code, area code and phone number, and then press [ペア].

005345	1	212	123–XXXX
↑ International access code	↑ Country code (USA)	↑ Area code	↑ Phone number

> - International call charges are billed together with monthly local call charges.
> - For more information on au International Call Service, dial either of the following numbers:
>   From au cell phones (toll-free):
>   **157** (area code not required)
>   From fixed-line phones (toll-free):
>   **0077-7-111**
>   (Open 9:00 to 20:00 everyday)

Answering a Call

To answer a call, press [ペア].

- To end the call, press [電源].

Display When a Call is Received

The phone number of the caller appears.
If the caller's phone number and name are in the address book, the name is also displayed.
When the phone number of the caller is not displayed, one of the following indicators may appear.

Indicator	Meaning
ID Unsent	The caller did not send a Caller ID.
Payphone	The call is from a pay phone.
Not Support	The call is from a phone that does not support Caller ID.

Missed Call Notification

If you did not answer a call, [icon] and *Missed Call* are displayed to let you know that you missed a call.
To check the caller's phone number, use ◀▶ to select *Missed Call* and then press ● (Select). You can then return the call (see the procedure on the right).

Returning a Call (Outgoing History/ Incoming History)

Example: Returning a call to a phone number in the incoming history

When the standby screen is displayed, press ◀.

- Press ▶ while the standby screen is displayed to display the Outgoing History screen.

➡ Use ▲▼ to select the phone number you want to call and then press ● (Detail).

- Press ▶ to display the Outgoing History screen.

➡ Press [ペア].

- The cell phone can store up to 50 phone numbers in each of the incoming and outgoing history.

One-ring Calls

What is a One-ring Call?

A one-ring call is a call from an unknown caller that only rings once, causing it to be stored in the incoming history. One-ring calls are often used to get you to return the call, which will connect you to a dating service or some other service that charges you at high rates.

One-ring Indicator

indicator on the Incoming History screen indicates you have received a one-ring call (a call rang for three seconds or shorter). Be careful when you return a call to an unknown caller.

Adjusting the Earpiece Volume during a Call

During a call, use .

- : Increases the volume.
- : Decreases the volume.

➡ **Press (OK).**

Turning On Manner Mode

When the standby screen is displayed, hold down マナー for at least one second.

This turns on manner mode, and displays , , and on the standby screen. This also turns on Answer memo, which is indicated by on the standby screen.

Turning Off Manner Mode

When the standby screen is displayed, hold down マナー for at least one second.

Turning off manner mode causes , , and to disappear from the standby screen. Answer memo is also turned off, which is indicated by disappearing from the standby screen.

- Even in manner mode, the cell phone still emits a sound when autofocusing, a shutter sound when you take a photo.

Changing the Incoming Ring Tone

When the standby screen is displayed, press .

➡ **Use to select *Function* and then press (Select).**

➡ **Use to select *Sound/Vib/Lamp* and then press (Select).**

➡ **Use to select *Incoming Setup* and then press (Select).**

➡ **Use to select *Incoming Call* and then press (Select).**

➡ **Use to select (Ringtone) and then press (Select).**

➡ **Use to select *Original* and then press (Select).**

➡ **Use to select a ring tone and then press (Set).**

The incoming ring tone is set.

- If you press (Play), the tone plays.

➡ **Press アプリ (OK).**

Adjusting the Incoming Ring Tone Volume

When the standby screen is displayed, press ◉.

➡ **Use to select *Function* and then press ◉ (Select).**

➡ **Use to select *Sound/Vib/Lamp* and then press ◉ (Select).**

➡ **Use to select *Incoming Setup* and then press ◉ (Select).**

➡ **Use to select *Incoming Call* and then press ◉ (Select).**

➡ **Use to select (Ringtone Volume) and then press ◉ (Select).**

➡ **Use to adjust the volume and then press ◉ (Set).**

- Each press of changes the volume one step.

STEP ↑	The ring tone volume gradually increases.
STEP ↓	The ring tone volume gradually decreases.
Level5 ↕ Level1	The ring tone sounds at the set volume.
OFF	The ring tone does not sound.

➡ **Press ｱﾌﾟﾘ (OK).**

Turning On the Answer Memo

When the standby screen is displayed, hold down ｸﾘｱ/ﾒﾓ for at least one second.

is displayed on the standby screen.

Turning Off the Answer Memo

When the standby screen is displayed, hold down ｸﾘｱ/ﾒﾓ for at least one second. The answer memo is turned off and disappears from the standby screen.

- The cell phone can record a maximum of six messages, each up to 30 seconds long.
- Answer memo is a function that automatically answers calls and allows callers to record messages. Use the Answering Service (Voice Mail) when your phone is turned off or when you are in a location where a signal cannot be received.

Playing a Message

If a message is recorded, *Answer Memo* appears on the standby screen.

➡ **Use to select *Answer Memo* and then press ◉ (Select).**

➡ **Use to select the message you want to play and then press ◉ (Play).**

- To stop playing the message, press ◉ (Stop).

Deleting a Message

When the standby screen is displayed, press [クリア/メモ].

➡ **Use ◇ to select *Answer Memo* and then press ◉ (Select).**

➡ **Use ◇ to select *Answer Memo List* and then press ◉ (Select).**

➡ **Use ◇ to select the message you want to delete and then press [アプリ] (SubMenu).**

➡ **Use ◇ to select *Delete* and then press ◉ (OK).**

➡ **Use ◇ to select *Delete One* and then press ◉ (OK).**

➡ **Use ◇ to select *YES* and then press ◉ (OK).**

Character Input

Character Entry Modes

When a character entry screen is displayed, you can select a character entry mode if you press [📖] (Char.Type).

Menu Items

[漢] : Kanji conversion mode
[ア] : Double-byte katakana mode
[ｱｲ] : Single-byte katakana mode
[a] : Double-byte alphanumeric mode
[ab] : Single-byte alphanumeric mode
[1] : Double-byte number mode
[12] : Single-byte number mode

Use [✣] to select a character entry mode and then press [●] (OK).

Entering Alphanumeric Characters

You can use the keys [1] to [0] to enter characters. More than one character is assigned to each key. The following table shows the key assignment for entering characters.

	Number of Times to Press the Key											
Key	1	2	3	4	5	6	7	8	9	10	11	12
[1]	.	@	–	_	/	:	~	1				
[2]	a	b	c	A	B	C	2					
[3]	d	e	f	D	E	F	3					
[4]	g	h	i	G	H	I	4					
[5]	j	k	l	J	K	L	5					
[6]	m	n	o	M	N	O	6					
[7]	p	q	r	s	P	Q	R	S	7			
[8]	t	u	v	T	U	V	8					
[9]	w	x	y	z	W	X	Y	Z	9			
[0]	0	Inputs symbols										
[*]	Inputs symbols (switches an unconfirmed character between uppercase and lowercase).											
[#]	Adds a line break and displays characters in the opposite order.											

When you change your e-mail address, you cannot use the characters in [shaded cells] for the account name (part of the address to the left of @).

Entering Two or More Characters Assigned to the Same Key

After you enter the first character, press ◐ and then enter the next character.

Deleting Characters

To delete one character at a time, move the cursor to the character you want to delete and then press [クリア/メモ]. To delete all characters to the right of the cursor, hold down [クリア/メモ] for at least one second. If there are no characters to the right of the cursor, holding down [クリア/メモ] will delete all the characters.

Starting a New Line

Press [#].

- Certain functions such as C-mail do not support entering new lines.

Entering E-mail Addresses

E-mail Address Compatible Characters

- Before you enter an e-mail address, switch to the lowercase alphanumeric (single-byte) mode.
- When changing your e-mail address, you can enter up to 30 single-byte alphanumeric and symbol characters for the account name (part to the left of @). Note the following:
  - Uppercase characters cannot be used.
  - Period (.) or zero (0) cannot be used as the first character.

How to Enter E-mail Addresses

Example: Entering "taro.23@kddi.co.jp"

Enter "taro.23".

t : Press [8] once.
a: Press [2] once.
r : Press [7] three times.
o: Press [6] three times.
. : Press [1] once.
2: Press [2] once and then [#].
3: Press [3] once and then [#].

➡ Enter "@".

@: Press [1] twice.

➡ Enter "kddi".

k: Press [5] twice.
d: Press [3] once and then ◐.
d: Press [3] once.
i : Press [4] three times.

Character Input

➡ **Press アプリ (SubMenu).**

➡ **Use ⇕ to select *Phrase* and then press ◉ (OK).**

➡ **Use アプリ (Category) to select *Internet*.**

➡ **Use ⇕ to select *.co.jp* and then press ◉ (Select).**

".co.jp" is entered.

Entering Pictograms

When a character entry screen is displayed, press [Pictogram key].

➡ **Use ✥ to select the pictogram you want to enter and then press ◉ (Select).**

- You can enter pictograms consecutively if you press [Repeat key] (Repeat) instead of ◉ (Select).

Address Book

Saving an Address Book Entry

When the standby screen is displayed, hold down [book] for at least one second.

➡ **Use [nav] to select [name] *[Name]* and then press [center] (Select).**

➡ **Enter a name and then press [center] (OK).**
The [read] *[Reading]* for the name is entered automatically.

➡ **Use [nav] to select [phone] *[Phone No.1]* and then press [center] (Select).**

➡ **Enter a phone number and then press [center] (OK).**
- If the phone number is for a fixed-line phone, enter the phone number starting with the area code.

➡ **Use [nav] to select a phone number type and then press [center] (Select).**
- Follow the next step to enter an e-mail address. If you do not want to enter an e-mail address, press [アプリ] (Reg).

➡ **Use [nav] to select [mail] *[E-mail Address1]* and then press [center] (Select).**

➡ **Enter an e-mail address and then press [center] (OK).**

➡ **Use [nav] to select an e-mail address type and then press [center] (Select).**

➡ **Press [アプリ] (Reg).**

- The address book can store up to 1,000 entries.
- The cell phone automatically saves an entry to the lowest available memory number from 000 to 999.
- You can save three phone numbers and three e-mail addresses for each address book entry.
- You can also assign a group No., and enter birthday, address, and other information.

Dialing from the Address Book

When the standby screen is displayed, press [book].

➡ **Use [nav] to select the entry containing the phone number you want to dial and then press [center] (Detail).**

➡ **Use [nav] to select the phone number and then press [center] (Select).**

➡ **Use [nav] to select *Voice Call* and then press [center] (OK).**

Editing Address Book Entries

When the standby screen is displayed, press [book].

➡ **Select an entry and press [center] (Detail).**

➡ **Press [book] (Edit).**

➡ **Edit the contents and then press [アプリ] (Reg).**

➡ **Use [nav] to select *Overwrite* and then press [center] (OK).**

Saving a Phone Number from the Incoming or Outgoing History

Example: Saving a phone number from the incoming history to the address book

When the standby screen is displayed, press ◀ and use ▲▼ to select the phone number you want to save.

➡ **Press アプリ (SubMenu).**

➡ **Use ▲▼ to select *Reg to Adrs Book* and then press ● (OK).**

➡ **Use ▲▼ to select *Register New* and then press ● (Select).**

➡ **Use ▲▼ to select a phone number type and then press ● (Select).**

- For details on saving an address book entry, see page 24.

Address Book

Pair Function

You can register a maximum of five pair partners you contact often to easily call or send mail.

Registering a Pair Partner

When the standby screen is displayed, press ペア.

➡ **Use to select a blank screen and then press (Select).**

➡ **Use to select *YES* and then press (OK).**

➡ **Use to select a pair partner, press (Detail) and then (Select).**

- When registering an address book entry with multiple phone numbers and e-mail addresses as pair partner, select the phone number and e-mail address to use with the Pair function.

- When you delete an address book entry registered in the pair partner, the address book entry is also deleted from the Pair function.

Making a Call to a Pair Partner

When the standby screen is displayed, press ペア.

➡ **Use to select the person you want to call.**

➡ **Use to select *Call* and then press (Select).**

Sending Mail to a Pair Partner

When the standby screen is displayed, press ペア.

➡ **Use to select the person you want to send mail.**

➡ **Use to select *E-mail* or *C-mail* and then press (Select).**

- To create an e-mail message, see "Creating and Sending E-mail Messages" on page 27. To create a C-mail message, see "Creating and Sending C-mail Messages" on page 30.

Mail

Using E-mail

To use e-mail, you need to apply for an EZweb subscription. If you did not apply for an EZweb subscription at the time of purchase, contact an au shop or the au Customer Service Center. Also, before use, you need to configure initial settings.
You can send and receive e-mail with other cell phones that support e-mail, and with PCs. In addition to text messages of up to 5,000 double-byte (or 10,000 single-byte) characters, you can also send photos and movies by e-mail.

- The packet communication charge for sending and receiving e-mail applies to the amount of data sent and received.
- You can send e-mail up to 30 recipients at a time. When Adrs. Count Limit is set to "Restrict," you can send up to 5 recipients at a time.
- You can send up to 1,000 e-mail messages per day (a message with multiple recipients is counted as more than one message).
- Sending and receiving e-mail messages that include attachment data may take a while.

Creating and Sending E-mail Messages

When the standby screen is displayed, press ✉.

➡ **Use ↕ to select *Create New* and then press ● (Select).**

➡ **Use ↕ to select *Address* and then press ● (Select) twice.**

➡ **Use ↕ to select *Address Book* and then press ● (Select).**

➡ **Use ✣ to select an address book entry and then press ● (Detail).**

➡ **Use ↕ to select an address and then press ● (Select).**

➡ **Press 📖 (OK).**

➡ **Use ↕ to select *Subject* and then press ● (Select).**

➡ **Enter a subject and then press ● (OK).**

- You cannot enter single-byte katakana characters or a new line in a subject.

➡ **Use ↕ to select *Text* and then press ● (Select).**

➡ **Enter text and then press ● (OK).**

- You cannot enter single-byte katakana characters.

➡ **Press 📖 (✓ Send).**

Mail

Reading Received E-mail Messages

When you receive an e-mail message, *E-mail* appears on the standby screen.

➡ **Use ◁▷ to select *E-mail* and then press ◉ (Select).**

➡ **Press ◉ (Select).**
- ✉: Indicates a read message.
- ✉: Indicates an unread message.

➡ **Use △▽ to select the new message and then press ◉ (Select).**

Reading an E-mail Message from the E-mail Menu

When the standby screen is displayed, press ✉ to display the E-mail menu, use △▽ to select *Inbox* and then press ◉ (Select).
For subsequent operations, see "Reading Received E-mail Messages" above.

Reading an E-mail Message with an Attached Photo or Movie

Example: Viewing an attached photo

Display the e-mail message that has an attached photo (above).

➡ **Use △▽ to select the file name and then press ◉ (Select).**

➡ **Use △▽ to select the file name and then press ◉ (Receive).**

➡ **Press ◉ (Play).**

- Selecting the file name or pressing ◉ (Receive) may be unnecessary for some files to be displayed, depending on the file size.

Replying to Received E-mail Messages

When the standby screen is displayed, press ✉.

➡ **Use △▽ to select *Inbox* and then press ◉ (Select).**

➡ **Press ◉ (Select).**

➡ **Use △▽ to select the message you want to reply to and then press ◉ (Select).**

➡ **Press 📖 (Reply).**
"Re:" is prefixed to the subject, and the text of the message is quoted.

➡ **Refer to "Creating and Sending E-mail Messages" (page 27) for subsequent operations.**

Rejecting Spam

Setting mail filters to reject spam is recommended.
The *サポート設定* (Supportive Settings) helps you to set mail filters easily by answering questions that appear on the screen.

Setting Mail Filters

Example: Connecting to *サポート設定* (Supportive Settings)

When the standby screen is displayed, press ✉.

➡ Use ⓘ to select *E-mail Setup* and then press ◉ (Select).

➡ Use ⓘ to select *Mail Filter* and then press ◉ (Select).

➡ Use ⓘ to select *次へ* (Next) and then press ◉ (Select).

➡ Use ⓘ to select the input box and then press ◉ (Input).

➡ Enter your security code and then press ◉ (OK).

➡ Use ⓘ to select *送信* (Send) and then press ◉ (Select).

➡ Use ⓘ to select *サポート設定* (Supportive Settings) and then press ◉ (Select).

カンタン設定 (Simple Settings)

サポート設定 (Supportive Settings)	Set the filter by answering questions This is recommended for users who want to configure settings while confirming conditions.
フィルターレベル（高） Filter Level (High)	Shut out all mail from PCs This is recommended for users who only want to send mail to and receive mail from cell phones.
フィルターレベル（中） Filter Level (Medium)	Block unsolicited advertisement, spoof e-mail and mail from specific addresses This is recommended for users bothered by certain senders or spam mail.
フィルターレベル（低） Filter Level (Low)	Block unsolicited advertisement and spoof e-mail This is the minimum level recommended for all users.

- You can also prevent spam by changing your e-mail address. For details on changing your e-mail address, see page 14.

Using C-mail

C-mail is a service that uses phone numbers as addresses to exchange messages between au cell phones that support C-mail. A C-mail message can contain up to 50 double-byte (or 100 single-byte) characters.

- The C-mail send charge applies when sending C-mail.

C-mail Safety Block

C-mail safety block is a function that allows you to reject C-mails that include URLs (http://△△△, https://△△△) or phone numbers in the C-mail message text.
C-mail safety block is valid by default. Cancel the setting if you want to receive C-mails that include URLs and phone numbers in the message text.

Mail

Creating and Sending C-mail Messages

When the standby screen is displayed, hold down ✉ for at least one second.

➡ **Use ◎ to select *Create New* and then press ● (Select).**

➡ **Enter text and then press ● (OK).**

➡ **Use ◎ to select 👤 *[Address]* and then press ● (Edit).**

➡ **Use ◎ to select *Quote Adrs Book* and then press ● (OK).**

➡ **Use ◎ to select an address book entry and then press ● (Detail).**

➡ **Use ◎ to select a phone number and then press ● (Select).**

➡ **Press 📖 (Send).**

Reading Received C-mail Messages

When you receive a C-mail message, *C-mail* appears on the standby screen.

➡ **Use ◎ to select *C-mail* and then press ● (Select).**

➡ **Press ● (Select).**

- ✉: Indicates a read message.
- ✉: Indicates an unread message.

➡ **Use ◎ to select the new message and then press ● (View).**

Reading a C-mail Message from the C-mail Menu

When the standby screen is displayed, hold down ✉ for at least one second to display the C-mail menu, use ◎ to select *Inbox* and then press ● (Select).
For subsequent operations, see "Reading Received C-mail Messages" above.

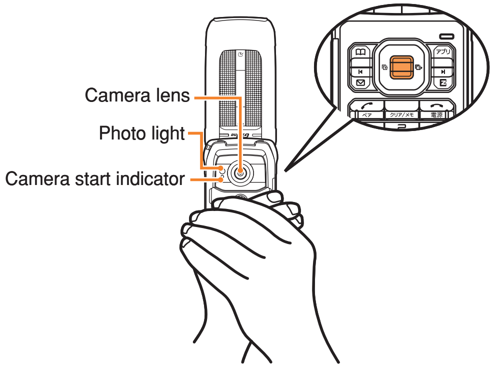
Camera

Your cell phone has a CMOS camera with 1.97 effective megapixels for shooting photos and movies. You can use the self-timer and autofocus.
Shot images can be used for the standby screen, and attached to e-mail messages.

Photo Taking Tips

When taking photos, frame the subject within the display and hold the cell phone steady with both hands to avoid shaking.

Regular Open Position



About Photo Modes

The following modes are available for taking photos. W.paper (Wide) is set for W.paper mode and 2M is set for DSC mode at the time of purchase.

Mode	Photo Size	Storage Location
W.paper Mode	W.paper (Normal)	The *Photo Folder* in the Data Folder of the cell phone
	W.paper (Wide)	
DSC Mode	0.3M	The *DSC Folder* in the Data Folder of a microSD memory card*
	1M	
	1.5M(Wide)	
	2M	

* When a microSD memory card (commercially available) is not inserted, the files are saved to the Data Folder of the cell phone.

- Take care not to cover the lens and optical sensor with a strap or finger.

Taking a Photo

When the standby screen is displayed, press ◉.

➡ **Use ✥ to select *Camera* and then press ◉ (Select).**

➡ **Use ⇕ to select *Photo (W.paper Mode)* and then press ◉ (Select).**

➡ **Press ◉ (Shoot).**
The preview screen is displayed.

Saving a Photo

Press ◉ (Save) on the preview screen.

- If you do not want to save the photo, press クリア/メモ in the preview screen.

Viewing Photos

When the standby screen is displayed, press ◉.

➡ **Use ✥ to select *Data Folder* and then press ◉ (Select).**

➡ **Use ⇕ to select *Photo Folder* and then press ◉ (Select).**

➡ **Use ⇕ to select a folder and then press ◉ (Select).**

➡ **Use ✥ to select the photo you want to view and then press ◉ (Select).**

EZweb

EZweb Subscription Required

EZweb is an information service that allows you to enjoy browsing the Internet on your cell phone. You can also download Chaku-Uta-Full®, Chaku-Uta®, news, and other contents from web pages.
To use EZweb, you need to apply for an EZweb subscription. If you did not apply for an EZweb subscription at the time of purchase, contact an au shop or the au Customer Service Center. Also, before use, you need to configure initial settings.

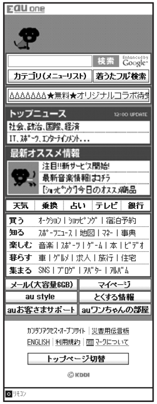
- The packet communication charge for EZweb connection applies to the amount of data sent and received, not to the length of time connected.
- In addition to communication charges, some sites charge for providing information.

Accessing Sites

Viewing the au one Top

You can access EZweb from the au one Top. A variety of useful and fun sites are available on EZweb.
When the standby screen is displayed, press E, use ⊕ to select *au one Top* and then press ● (Select).

au one Top



キーワード検索機能 (Search by Keyword) Provides a search function for searching for information by keyword.	**集まる (Community)** Provides interesting and useful information that you can use for SNS or blogs.
カテゴリ(メニューリスト) (Category (Menu List)) Provides a list of various content provider sites.	**メール (Mail)** Provides an extra e-mail address that can be used on your PC.
トップニュース (Top News) Provides automatic updates of the latest news.	**マイページ (My Page)** Provides useful information and tools tailored to your cell phone usage and a large data storage area.
最新オススメ情報 (Latest News) Introduces up-to-date information concerning entertainment, daily life, etc.	**au style** Introduces information and sites that au recommends.
天気・乗換・占い・テレビ・銀行 (Weather, Transportation, Horoscope, TV & Bank) Provides direct access to these au one services.	**とくする情報 (Valuable Information)** Presents gifts and push information to the EZweb subscriber for free.
買う (Shopping & Auctions) Provides a list of shopping and auction sites available from your cell phone.	**auお客さまサポート (au Customer Support)** Provides information about charges, various applications, au online manual and notices from au.
知る (Tips & Tools) Provides information on sports and stock prices, as well as useful tools such as maps and dictionaries.	**auワンちゃんの部屋 (au Doggy's Room)** Introduces au Doggy.
楽しむ (Hobbies & Culture) Provides the latest information, such as games, music, books, hobbies and entertainment.	**カンタンアクセス・オープンサイト (Simple Access & Open Site)** Provides easy access and introduces open sites.
暮らす (Lifestyle) Provides travel, restaurant and other lifestyle-oriented information.	**災害用伝言板 (Disaster Message Board)** Register and confirm safety information in time of disaster.
	ENGLISH Introduces English sites.

Basic Operations

Use ⓘ to select the site you want to access and then press ◉ (OK).
Press ✉ or クリア/メモ to return to the previous screen. Hold down either key for at least one second to return to the au one Top.

The following describes the basic operations that are available while accessing sites.

Key Operation	Description
電源	Exits EZweb.
⇕	Moves the cursor up and down. When there is data available above or below the current screen, scrolls up and down the screen one line at a time.
⇔	When there is data available above or below the current screen, scrolls the screen page by page. ◀ : Scrolls one page up. ▶ : Scrolls one page down.
✉ , クリア/メモ	Returns to the previous screen.

Bookmarking Frequently Accessed Pages

When the page you want to bookmark is displayed, press アプリ (BrowserMenu).

➡ **Use ⇕ to select *New bookmark* and then press ◉ (OK).**

- Some pages cannot be bookmarked.

➡ **Press アプリ (Reg).**

The displayed page is bookmarked, and its title and URL are added to the Bookmark.

- The Bookmark can contain up to 100 titles and URLs.

Viewing Bookmarked Pages

When the standby screen is displayed, press EZ and then use ⇔ to select *EZweb*.

➡ **Use ⇕ to select *Bookmark(s)* and then press ◉ (Select).**

➡ **Use ⇕ to select the bookmark for the page you want to view and then press ◉ (Connect).**

The cell phone connects to the site.

Checking Charges

When the standby screen is displayed, press ◉.

➡ **Use ✣ to select *Function* and then press ◉ (Select).**

➡ **Use ↕ to select *Time/Toll/Sub* and then press ◉ (Select).**

➡ **Use ↕ to select *Inquire Toll* and then press ◉ (Select).**

➡ **Use ↕ to select *YES* and then press ◉ (OK).**
- Select the item you want to check and then follow the on-screen instructions.

Downloading Chaku-Uta-Full®/ Chaku-Uta®

When the standby screen is displayed, press [EZ] and then use ↔ to select *EZweb*.

➡ **Use ↕ to select *au one Top* and then press ◉ (Select).**

➡ **Use ↕ to select *カテゴリ（メニューリスト）* (Category (Menu List)) and then press ◉ (OK).**

➡ **Use ↕ to select *着うたフル・ビデオクリップ* (Chaku-Uta-Full®・Video Clip) or *着うた* (Chaku-Uta®) and then press ◉ (Select).**

➡ **Use ↕ to select the site you want to access and then press ◉ (Select).**
The download instructions appear.
- Fee-based information sites require entry of EZ password or Premium EZ password. Follow the on-screen instructions to enter either password. See page 15 for details.

➡ **Follow the on-screen instructions.**
Download is completed.
- Downloaded data is saved automatically to the Data Folder.

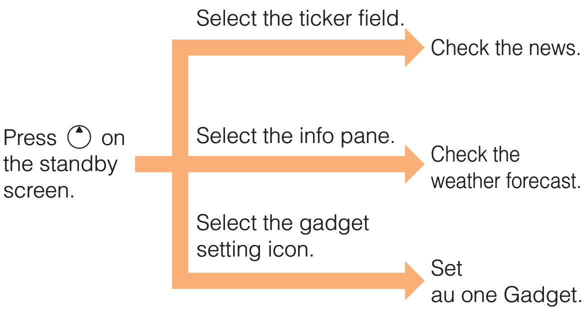
➡ **Press 📖 (Play).**
The downloaded Chaku-Uta-Full® or Chaku-Uta® plays.

- This procedure is only an example for the purpose of explanation and may differ from actual procedures. Follow the instructions on the site from which you want to download the data.

EZ News Flash/au one Gadget EZweb Subscription Required

Use the EZ News Flash/au one Gadget to display flash news, or activate the set gadget on the standby screen. You can check the news details and other information by selecting the ticker field.
You can use the EZ News Flash and au one Gadget by making a few simple settings following the EZweb initial setup.

Basic Operations



- The EZ News Flash information is automatically received at no charge. Note, however, that packet communication charges may be incurred for manual updates and connecting to EZweb sites. In this case, a confirmation screen for network connection is displayed.

- Packet communication charges are incurred for using au one Gadget applications that require network connection for information updates.
- The EZ News Flash information is updated at regular time intervals. 📶 appears while receiving information.

Setting EZ News Flash

The EZ News Flash is available free of charge. You have only to make a few simple settings. After following the procedure in "Initial Setup of E-mail and EZweb" on page 10, configure EZ News Flash settings. If you did not configure the EZ News Flash settings at the time of the initial setup, follow the steps below.

When the standby screen is displayed, select the ticker field and then press ◉ (OK).

➡ Follow the on-screen instructions.

The setup procedure is completed.

- When the standby screen returns, a message asking you to wait for a while until the next update takes place appears in the ticker field.

Canceling EZ News Flash

When the standby screen is displayed, select the ticker field and then press ◉ (News).

➡ Press アプリ (メニュー [Menu]), use ◌ to select *サービス設定解除* (Service Cancellation) and then press ◉ (選択 [Select]).

➡ Follow the on-screen instructions.

Changing the Reception Settings for EZ News Flash Information

You can change the ring tone, vibrator and LED settings under M216 *NewsFlash Receive* for reception of EZ News Flash information.
If you do not want the ring tone to sound when receiving EZ News Flash information, set the volume to *OFF*.

- You can configure the au one Gadget settings from the gadget setting icon on the standby screen.

EZ Navi

EZweb Subscription Required

Using GPS (Global Positioning System), EZ Navi provides useful positional information services.

When the standby screen is displayed, press [E] and then use [◀▶] to select the *EZnavi*.

- The packet communication charges for using EZ Navi services apply to the amount of data sent and received. Some services may require a separate information fee.
- Before using EZ Navi, you must configure initial settings of EZweb (page 10).

Passenger Seat Navi for People in the Passenger Seat to Check the Route

Passenger Seat Navi guides the passengers to the destination with the best route using voice and map.

Drivers are not allowed to use Passenger Seat Navi.

Security Navi to Check Where Your Kids Are

The Security Navi application is made up of the following three functions:
いつでも位置確認 (Auto Position Search [monthly charge]),
エリア通知 (Area Message [no monthly charge]),
位置確認メール (Position Search Mail [no monthly charge])

Using these functions, you can check the position of an au cell phone that supports Security Navi; and automatically send a notification to the specified au cell phones when you enter (or are in) or leave (or are no longer in) the set area within a predetermined period of time.

EZ Navi Walk for When You Go Out

Displays various useful menu items for when you are out.

ナビをする[*1]	Voice guide leads the way to your destination (音声ナビ [voice navigation]). Search for local stores or facilities.
地図を見る (FREE)[*1]	Check out maps of your current location and places you like to go.
乗換検索する (FREE)[*1*2]	Search for train connections, timetables and other public transportation information.
道路情報を見る	Check out information on roads throughout Japan in real time.
もっとナビウォーク	Configure various settings. View information on services that are available on PCs.
インフォメーション	Sign up as a member or make an inquiry.

*1 You can use your voice to configure your settings (Voice input function).

*2 Some of the menu options require a monthly charge.

View Your Current Location



★ represents your initial location. As you start moving, changes of your location are tracked by continuous positioning and indicated in real time by .

The *現在地を調べる* (View Your Current Location) option displays the current map in real time.

3D Navi

Shows a 3D view at guidance points and around the destination area.

Evacuate Navi to Guide You Home or to Nearby Evacuation Areas during Disasters

Nearby public evacuation areas or the direction to your home can be determined using the map data pre-installed on the CA002 (*避難所マップ*[Evacuate Area Map]).
Other useful contents can be downloaded from the *災害時ナビ*(Evacuate Navi) section of the EZweb site.

- Some contents require a monthly charge.
- Use the information on the screen as a reference and always follow the instructions of police, fire and other municipal authorities.
- When using Evacuate Navi, checking your current position may take more time than usual depending on the status of the GPS satellites.

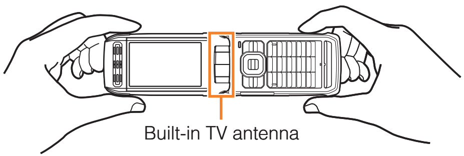
TV (1Seg)

EZweb Subscription Required

"1Seg", a mobile terrestrial digital television service in Japan, is available on the CA002.

Using the Built-in TV Antenna

When watching TV (1Seg), take care to avoid covering the built-in TV antenna with your hand in order to ensure proper reception.



- Before using TV, you must configure initial settings of EZweb (page 10).
- If you are watching TV indoors, you may be able to improve the reception by moving closer to a window.

- The continuous viewing times of TV (1Seg) are as follows. The figures vary according to the usage of data broadcasts.

Continuous viewing time	Using earphones	DBEX ON: Approx. 5 hrs 10 min. DBEX OFF: Approx. 5 hrs 20 min.
	Using the speaker	DBEX ON: Approx. 5 hrs 0 min. DBEX OFF: Approx. 5 hrs 0 min.

- For information about the "1Seg" service, refer to the following homepage.
  The Association for Promotion of Digital Broadcasting

From a PC	http://www.dpa.or.jp/
From a cell phone	http://www.dpa.or.jp/1seg/k/

Initial Setup of au Media Tuner

To watch TV (1Seg) using the au Media Tuner, you need to configure initial settings.

When the standby screen is displayed, hold down for at least one second.

Disclaimer notes are displayed.

➡ **Use to check the disclaimer notes, use to select *OK*, and then press (選択 [Select]).**

The initial setting screen for using the au Media Tuner is displayed.

- Follow the on-screen instructions to configure each setting. Then, the screen for setting TV (1Seg) channels appears.

➡ **Use to select *オート設定（放送波）* (Auto (Broadcasting wave)) and then press (選択 [Select]).**

Automatic channel scanning begins. When receivable channels are found, the channel setup is completed.

- Select *マニュアル設定* (Manual) to set the channel manually.

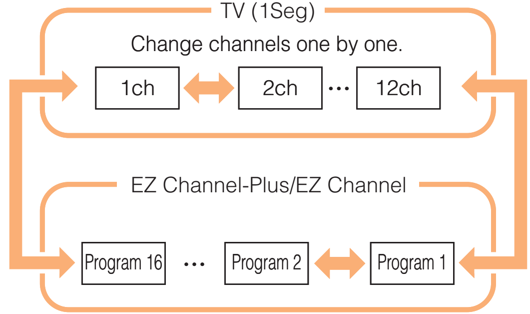
Watching TV (1Seg)

When the standby screen is displayed, hold down for at least one second.

To Change Channels

Use / to change channels.

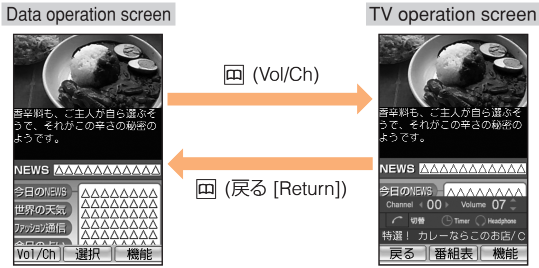
You can select TV (1Seg) and EZ Channel-Plus/EZ Channel programs.



- Before using this feature, you must configure au Media Tuner initial settings (see the procedure on the left).
- Channels cannot be changed with when the data operation screen is displayed.

Basic Operations

Launch TV (1Seg) to start receiving data broadcasts.
The data operation screen appears when a data broadcast is received. Press (Vol/Ch) on the data operation screen to switch to the TV operation screen.
On the TV operation screen, pressing switches the display.



- On the TV operation screen, use to adjust the volume.

Exiting the au Media Tuner

Press , use to select *はい* (YES) and then press (OK).

In Case of Loss of Your CA002

The Remote Ctrl Lock allows you to remotely activate the Auto Lock, FeliCa Lock, and Address Book Lock, preventing others from using your cell phone.

Setting Conditions for Activating the Remote Ctrl Lock

You can activate the Remote Ctrl Lock by calling your CA002 a set number of times from a registered phone number within a specified period of time.

When the standby screen is displayed, press ◉.

➡ **Use ✣ to select *Function* and then press ◉ (Select).**

➡ **Use ⇕ to select *Privacy/Rstr* and then press ◉ (Select).**

➡ **Use ⇕ to select *Security Lock* and then press ◉ (Select).**

➡ **Use ⇕ to select *Rem. Ctrl Lock* and then press ◉ (Select).**

➡ **Enter Lock No., and then press ◉ (OK).**

➡ **Use ⇕ to select *Valid No.* and then press ◉ (Select).**

➡ **Use ⇕ to select *[Register New]* and then press ◉ (Select).**

➡ **Use ⇕ to select *Direct Input*, press ◉ (OK), enter a phone number, and then press ◉ (OK).**

➡ **Press アプリ (Comp).**

➡ **Use ⇕ to select *Duration (min)* and then press ◉ (Select).**

➡ **Enter a time and then press ◉ (Set).**

- This sets the time limit for receiving the set number of calls after the first call is received.
- You can set a time from one to ten minutes.

➡ **Use ⇕ to select *No. of Incm*, and then press ◉ (Select).**

➡ **Enter a number of calls, and then press ◉ (Set).**

- This sets the number of calls to receive to activate the Remote Ctrl Lock.
- You can set a number of calls from three to ten.

➡ **Press アプリ (Save).**

➡ **Use ⇕ to select *YES* and then press ◉ (OK).**

Remotely Activating the Remote Ctrl Lock on Your CA002

Call the CA002 from the registered phone number repeatedly within the set time limit.

- When the specified number of calls are received, the Remote Ctrl Lock is activated and a message plays telling you that the cell phone is locked.

Activating the Remote Ctrl Lock by the Security Lock Service

Even if the Remote Ctrl Lock is not set in advance, the Remote Ctrl Lock can be activated by calling au Customer Service Center or completing the application process on au Customer Support from a PC.
The Security Lock Service is available free of charge.

Calling au Customer Service Center for Activating/Canceling the Remote Ctrl Lock

From an au cell phone: 113 without a prefix (toll free)
From any other cell phone or fixed-line phone:
0077-7-113 (toll free)
Open 24 hours

Follow the voice guidance to complete the application process.

Activating/Canceling the Remote Ctrl Lock from a PC

Login to au Customer Support (https://cs.kddi.com/) and complete the application process by following the on-screen instructions.

- The Remote Ctrl Lock cannot be activated when the CA002 is turned off or out of the service area, or Emission OFF is set to *ON*.

- You must fill out an application to use au Customer Support (the application can be filled out even after your cell phone is lost).

Troubleshooting

Symptom	Possible Cause	Remedy	Page
Cannot turn on power.	● Is the battery pack charged?	Charge the battery pack.	8
	● Did you hold down [電源] for at least a few seconds?	Hold down [電源] for at least a few seconds.	10
Cannot make calls.	● Is power turned on?	Hold down [電源] for at least a few seconds.	10
	● Is [out] (out of range indicator) displayed?	Move to a location where [out] (out of range indicator) is no longer displayed, and try again.	10
	● Is your hand or a metal object covering the area around the built-in antenna?	Make sure your hand or any other metal object is not covering the area around the built-in antenna.	7
	● Did you enter the phone number starting with the area code?	When making a call to a phone other than a cell phone, you need to enter the area code even if you are inside the same area.	16
Cannot receive calls.	● Is [out] (out of range indicator) displayed?	Move to a location where [out] (out of range indicator) is no longer displayed.	10
	● Is power turned on?	Hold down [電源] for at least a few seconds.	10
No response when a key is pressed.	● Is power turned on?	Hold down [電源] for at least a few seconds.	10
A warning tone sounds and power turns off.	● Is there enough power left in the battery pack?	Charge the battery pack.	8
Calls are answered automatically.	● Is Answer memo turned on?	Hold down [クリア/メモ] for at least one second to turn off Answer memo.	19

Symptom	Possible Cause	Remedy	Page
Cannot hear the other party.	● Is the earpiece volume too low?	Press ◯ during a call to increase the earpiece volume.	18
When making a call, a beeping sound is heard from the earpiece and a connection cannot be established.	● Is (out of range indicator) displayed? Or are you in a location where the signal is too weak?	Move to a location where (out of range indicator) is no longer displayed.	10
	● Is the wireless line busy or is the phone you are calling on another line?	End the call and try again later.	16
The LED indicator flashes but the ring tone does not play.	● Is manner mode turned on?	Hold down マナー for at least one second to turn off manner mode.	18
	● Is (ring tone off indicator) displayed?	Increase the volume of the incoming call ring tone.	19
Cannot charge the battery pack.	● Is the battery pack installed properly?	Install the battery pack properly.	8
	● Are the plug and connector of the AC adapter inserted properly?	Insert the plug and connector firmly.	
When the camera is activated, no subject is displayed.	● Is a finger or other object covering the camera lens?	Check the position of the camera lens and remove the obstacle.	31

- For more detailed information, visit the following au troubleshooting sites:
  - From an au cell phone: EZ ⇒ *au one Top* ⇒ *auお客さまサポート* (au Customer Support) ⇒ *オンラインマニュアル* (Online Manual) ⇒ *故障診断Q&A* (Troubleshooting FAQ)
  - From a PC: http://www.kddi.com/customer/service/au/trouble/kosho/index.html

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For inquiries, call: au Customer Service Center

For general information and charges (toll free)

From fixed-line phones:
0077-7-111

From au cell phones:
157 area code not required

PRESSING ZERO WILL CONNECT YOU TO AN OPERATOR
AFTER CALLING 157 ON YOUR au CELL PHONE.

For loss, theft or damage and operation information (toll free)

From fixed-line phones:
0077-7-113

From au cell phones:
113 area code not required

From EZweb:

Access Method
EZ▶au one Top▶auお客さまサポート (au Customer Support)
▶お問い合わせ (Inquiries)
・ Menus are subject to change without prior notice.

なるほど! au
みんなでつくる、auQ&Aサイト

Access Method
EZ▶au one Top▶auお客さまサポート (au Customer Support)
▶みんなでQ&A「なるほど! au」(au User's Forum)

Read this code for an easy access to なるほど! au (au User's Forum).

• The packet communication charge applies.

モバイル・リサイクル・ネットワーク
携帯電話・PHSのリサイクルにご協力を。

Cell phone and PHS operators collect and recycle unused telephones, batteries and battery chargers at stores bearing the logo regardless of brand and manufacturer to protect the environment and reuse valuable resources.

Read this code for an easy access to au Online Manual.

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